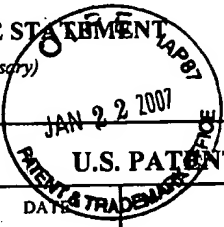


FORM PTO-1449 (REV. 7-80)		U.S. DEPARTMENT OF COMMERCE PATENT AND TRADEMARK OFFICE		ATTY. DOCKET NO. 500744.01		APPLICATION NO. 09/824,850	
INFORMATION DISCLOSURE STATEMENT <i>(Use several sheets if necessary)</i>				APPLICANT(S) Simon Jacobs and Guy Druce			
				FILING DATE April 2, 2001		GROUP ART UNIT 3623	
							
*EXAMINER INITIAL	DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE	
<i>CAB</i>	AA	5,590,269	12/31/96	Kruse et al.	395	209	
<i>CAB</i>	AB	5,764,953	06/09/98	Collins et al.	395	500	
<i>CAB</i>	AC	5,774,661	06/30/98	Chatterjee et al.	395	200.33	
<i>CAB</i>	AD	6,484,036 B1	11/19/02	Sorkin et al.	455	508	
<i>CAB</i>	AE	2001/0029499 A1	10/11/01	Tuatini et al.	706	47	
	AF						
	AG						
FOREIGN PATENT DOCUMENTS							
	DOCUMENT NUMBER	DATE	COUNTRY	CLASS	SUBCLASS	TRANSLATION	
						YES	NO
	AH						
OTHER PRIOR ART <i>(Including Author, Title, Date, Pertinent Pages, Etc.)</i>							
	AI	Bisio, R. et al., "Effective Resource Scheduling in Work Force Management Context for Telecommunication Work Centers", Torino, Italy, CPAIOR, 1999. Five pages.					
<i>CAB</i>	AJ	Collins, J.E. et al., "Automated Assignment and Scheduling of Service Personnel", IEEE Expert, April 1994. pp. 33-39.					
<i>CAB</i>	AK	Guido, B. et al, "Work Force Management (WFM) Issues", Network Operations and Management Systems, IEEE 1998. pp. 473-482.					
<i>CAB</i>	AL	Jing, J. et al., "WHAM: Supporting Mobile Workforce and Applications in Workflow Environments", Research Issues in Data Engineering, RIDE 2000, February 2000. Eight pages.					
<i>CAB</i>	AM	Lesaint, D. et al., "Dynamic Workforce Management", The Institution of Electrical Engineers, IEE Colloquium on AI for Network Management Systems, 1997. pp. 1-5.					
<i>CAB</i>	AN	Lesaint, D. et al., "Dynamic Workforce Scheduling for British Telecommunications plc", Interfaces, Vol. 30, No. 1, January-February 2000. pp. 45-52.					
EXAMINER <i>CAB</i>				DATE CONSIDERED <i>4/1/07</i>			
* EXAMINER: Initial if reference considered, whether or not criteria is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant(s).							